

PERSONS BILL OF RIGHTS

A person receiving a service has the right...

To be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the services provider;

To be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy;

To be dealt with by the service provider in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;

To information about the community services provided to him or her and to be told who will be providing the community services.

A person applying for a community service has the right...

To participate in the service provider's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the service provider's development of the person's plan of service, the service provider's review of the person's requirements and the service provider's evaluation and revision of the person's plan of service;

To give or refuse consent to the provision of any community service;

To raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interest, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal;

To be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures or initiating complaints about the service provider;

To have his or her records kept confidential in accordance with the law.