

# **S** TATEMENT OF CLIENT RIGHTS

The Statement of Client Rights has been developed to guide all Regional Support Associates services, organizational procedures, staff and volunteers in assuring the worth of and dignity of those receiving services. It acknowledges that all individuals receiving services have the same legal rights of every citizen. The Statement of Client Rights has been developed together with individuals receiving service and will be upheld for all clients, family and/or their substitute decision makers. RSA is committed to promoting awareness and understanding of the Statement of Client Rights with all of those receiving our clinical services.

## **THE RIGHT TO BE TREATED WITH RESPECT**

- To be recognized and treated as an individual with unique needs, personal wishes, preferences and goals
- To be listened to and treated with consideration and value

## **THE RIGHT TO BE FREE FROM HARM**

- To feel comfortable and safe
- To be free from physical, sexual, verbal, emotional and financial abuse
- To have assistance and support if there is a risk for harm
- To receive services and treatment that promote and protect physical, emotional and social well being
- To receive services and treatment that provide as much control as possible to the person receiving support

## **THE RIGHT TO BE INVOLVED IN DECISIONS**

- To be included in all planning of services and treatment
- To receive information about services and treatment in a way that can be understood
- To have questions answered before agreeing to any services
- To give, withdraw or refuse consent to any service or treatment
- To be assumed to be capable of making decisions unless found to be incapable

## **THE RIGHT TO PRIVACY**

- To give permission to how personal information is collected, used and shared
- To know what personal information is kept and to request that any personal information be corrected
- To be heard if there is any disagreement about personal information recorded and have a process for discussion

## **THE RIGHT TO COMPLAIN**

- To express a concern or complaint without fear of it affecting service
- To have a complaint acknowledged
- To be informed of the complaint process
- To have support, if desired in making a complaint

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