

Rights of Persons Served - (Plain Language) Policy #K.3

As a client of Caledon Community Services, you have the right:

1. To use services if you are eligible and they are available.
2. To choose your goals.
3. To have a copy of your plan and the right to have help to understand it.
4. To be involved in planning for yourself.
5. To know how long you will receive services and when the services will end
6. To refuse services.
7. To privacy.
8. To know what information about you will be kept and where it will be kept.
9. To see your client file/record.
10. To receive as much notice as possible of a changed or cancelled appointment or workshop.
11. To have an appointment or workshop start on time.
12. To ask for another decision and/or make a complaint about your services.
13. To be treated with respect.
14. To be safe from being hurt. This includes somebody taking your money, making fun of you, threatening you, hitting you or touching you when you don't want to be touched.
15. To services that respect your beliefs, gender identity, sexuality and culture.

Date Reviewed: March 2017

Date Reviewed: March 2018, March 2019