



STATEMENT OF PARTICIPANT RIGHTS AND RESPONSIBILITIES

As a participant, you have the right to:

- A welcoming, safe space where you are treated with respect, courtesy, and dignity by all staff and volunteers at all times.
- Receive high quality services conducted in a professional manner, including ensuring your right to confidentiality and privacy within the bounds of law and duty of care.
- Be heard about your issues, needs and experiences, as well as be informed about services, policies and procedures at the Centre.
- Participate in our programs, services and planning.

As a participant, you have the responsibility to:

- Be respectful of other participant, volunteers, staff members as well as the Centre's facilities, policies and communications systems.
- Provide accurate and complete information to the Centre so that staff can provide you with the best possible care and services.
- Follow the care plan developed in consultation with you, to the best of your ability.

If at any point you have any issues or concerns, you can inquire about our policies and procedures including our Privacy and Complaints policy for resolution.