

# Client Bill of Rights and Responsibilities

**As a client of WoodGreen Community Services, our staff and volunteers will ensure you have the right to:**



- Be supported in a courteous and respectful manner
- Be supported in a manner that respects your dignity and independence
- Be supported in a way that promotes your physical, social, emotional and financial well-being
- Be respected for your individuality and diversity, including your ethnicity, spirituality, language, culture, gender identity and sexual orientation
- Participate fully in planning for your care needs
- Give or refuse consent to the provision of any service
- Raise concerns or recommend changes to your care without fear of interference, coercion, discrimination or reprisal
- Access your health record and have your personal health information kept confidential in accordance with the law
- Receive services in a safe and secure environment

**As a client of WoodGreen Community Services, you have the responsibility to:**

- Treat staff, volunteers and other clients with respect, dignity and courtesy
- Respect the diversity of staff, volunteers and other clients
- Refrain from any behaviour or action that threatens the safety or well-being of any staff, volunteer or client
- Report concerns or service problems in a timely way to staff
- Participate in planning for your care needs to the best of your ability
- Be on time for scheduled appointments and programs and inform staff of any schedule changes
- Inform staff of any changes to your contact information

