

## Rights and Responsibilities of Persons Served

| As a client of Caledon Community Services, you have the right to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | As a client of Caledon Community Services, you have the responsibility to:                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <ul style="list-style-type: none"> <li>• Use services if you qualify and they are available.</li> <li>• Make informed decisions about your care.</li> <li>• Have a say in who is on your service team.</li> <li>• Choose your own goals.</li> <li>• Get a copy of your plan and receive help understanding it.</li> <li>• Be involved in planning for yourself.</li> <li>• Know how long you will receive services and when they will end.</li> <li>• Refuse services if you don't want them.</li> <li>• Have your privacy respected.</li> <li>• Know what information is kept about you and where it is stored.</li> <li>• See your client file or record.</li> <li>• Be notified as early as possible if an appointment or workshop is changed or canceled.</li> <li>• Have appointments and workshops start on time.</li> <li>• Request a review of a decision or file a complaint about your services.</li> <li>• Be treated with respect.</li> <li>• Be safe from harm, including theft, bullying, threats, physical violence, or unwanted touching.</li> <li>• Be protected from neglect.</li> <li>• Receive services that respect your beliefs, gender identity, sexuality, and culture.</li> </ul> | <ul style="list-style-type: none"> <li>• Understand that verbal or physical abuse toward staff, students, volunteers, or visitors is not allowed.</li> <li>• Treat other clients, staff, students, volunteers, and visitors with respect.</li> <li>• Participate in your care plan as much as you are able.</li> <li>• Recognize that other clients may have more urgent needs at times.</li> <li>• Be honest about your personal health information.</li> <li>• Take care of your personal belongings and valuables.</li> </ul> |

*At Caledon Community Services, we value your input and are committed to continuously improving our services. Please visit [www.ccs4u.org/contact-us](http://www.ccs4u.org/contact-us) to share your feedback with us.*