

Every member or participant has the right:

To enjoy programs and activities in a safe and clean environment

To be treated in a courteous and respectful manner, free from mental, physical, and financial abuse

To be treated in a way that respects each person's dignity and privacy, and promotes autonomy

To be treated in a manner that recognizes a person's individuality and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors

To ask questions, raise concerns or recommend changes in connection with the service provided and in connection with the policies and decisions affecting his or her interest, without fear of interference, coercion, discrimination or reprisal

To be informed of procedures for making complaints or comments, as well as the process for dealing with complaints or comments

To be provided with information about services or programs, and to be informed of the cost, the person(s) providing the services, and the rules and policies affecting the operation of services and programs

To be provided with access or referral information to any organization or service that can support or serve them in equal or more appropriate ways

To be provided with information about meetings and events, as well as information on voting at General Meetings

To have access to his or her personal information or records and to have personal records kept confidential in accordance with the law