

# Clients Rights and Responsibilities

## You have the RIGHT to:



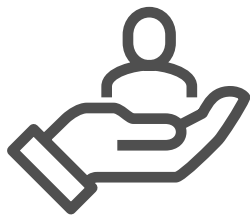
### SATISFACTION

- respectful care and service all the time
- keep your information private
- access your own information



### FREE SPEECH

- express your ideas and opinions
- decide what services you will receive
- complain about your services



### SUPPORT

- information in your preferred language
- have someone help you speak



### QUALITY

- change your mind about your services
- to refuse an assessment or service
- re-apply for services

## You are RESPONSIBLE for:



### POSITIVE INTERACTIONS

- treating everyone in a nice way
- not being aggressive to other people
- to help us to help you



### COMMUNICATE

- to tell us when you cannot keep an appointment or you won't be home
- tell us if your life changes
- the decisions you make