

Client Rights and Responsibilities

As LOFT Community Services client, you and your Substitute Decision Maker have rights and responsibilities.

You have the right to:

- Be treated with courtesy and respect, and in a way that fully recognizes your individuality and respects your dignity
- Have access to services that acknowledge and include your diverse views, race, ethnicity, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities
- Access information needed to make your own decisions about your care and care team
- Fully participate in making any decision concerning any part of your care
- Access self-help and advocacy support or any other program that you feel you would benefit from
- Be afforded privacy in services received and in caring for your personal needs
- Receive services in a safe manner
- Live in a safe and dignified environment if living in a LOFT-owned building or support around advocacy to ensure living conditions are safe if you live in other housing
- Be free from discrimination, from financial or other exploitation, retaliation, humiliation and neglect
- Voice concerns and recommend changes without fear of intimidation or discrimination

You have the responsibility to:

- Treat others with courtesy and respect
- Respect the diverse views, race, ethnicity, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities of staff, clients, volunteers and third party vendors
- Work collaboratively with staff to develop your service plan and work towards the achievement of your goals
- Actively participate in LOFT Initiatives and Procedures, which have been developed to enhance your safety and a place for you to provide feedback about the services you receive
- Respect LOFT service delivery procedures and ask for clarification when you are not sure you understand them

Your rights and responsibilities will be reviewed with you annually.

LOFT will review the list of Client Rights and Responsibilities on ongoing basis and take into consideration CARF recommendations, Client Satisfaction Surveys, complaints, and incidents.

