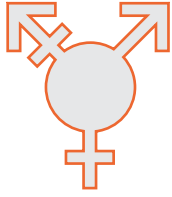


# Client Rights and Responsibilities

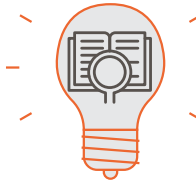
You



Have access to services that acknowledge and include your diverse views, race, ethnicity, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities.



Be treated with courtesy and respect, and in a way that fully recognizes your individuality and respects your dignity. Be free from discrimination, from financial or other exploitation, retaliation, humiliation and neglect. Voice concerns and recommend changes without fear of intimidation or discrimination.



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.



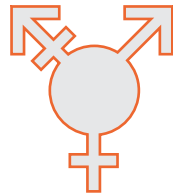
Treat others with courtesy and respect. Respect the diverse views, race, ethnicity, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities of staff, clients, volunteers and third party vendors.



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



Have access to services that acknowledge and include your diverse views, race, ethnicity, culture, spiritual traditions, gender identity, gender expression, sexual orientation and abilities



Be free from discrimination, from financial or other exploitation, retaliation, humiliation and neglect  
Voice concerns and recommend changes without fear of intimidation or discrimination

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  
Live in a safe and clean environment where you are treated with courtesy and respect, and in a way that fully recognizes your individuality and respects your dignity