



## Client Rights & Responsibilities

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### WELCOME TO CROSSROADS

### YOUR RIGHTS AS A CLIENT

As a client of Crossroads Youth & Family Services, you have the right to:

- Be treated with respect regardless of ability, gender, race, religion, social status, cultural background or sexual preference
- Information about our services
- To provide feedback
- Make a complaint
- Privacy and confidentiality
- Access your information in accordance with The Salvation Army Privacy Policy
- An interpreter
- A support person of your choice
- Participate in the decision-making processes about you
- Refuse a service

### YOUR RESPONSIBILITIES AS A CLIENT

As a client of Crossroads Youth & Family Services, you have the responsibility to:

- Treat others with respect and courtesy.
- Respect the rights of others, including their rights to privacy and confidentiality.
- Refrain from physical, sexual, emotional, racial or verbal abuse.
- Contribute to your own safety.
- Work with staff to achieve the best possible outcomes for you.