

## CLIENT RIGHTS

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

- Be treated with respect regardless of 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 Crossroads Privacy Policy;
- Participate in the decision-making processes about you.
- Refuse a service.

## CLIENT RESPONSIBILITIES

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.