



# RIGHTS OF THE PERSON SERVED

## You have the right to:

- Be treated with respect, no matter:
  - how old you are
  - where you or your family comes from
  - your traditions and practices
  - what colour your skin is
  - what religion you practice
  - who you love
  - what your gender and gender expression is
  - your abilities
- Be free from being:
  - abused or neglected
  - taken advantage of by another person (exploited)
  - attacked for what you believe, say, or do
  - teased, called names, or hurt in other ways
- Get services that will help make your life better.
- Be given enough information to decide:
  - whether or not you want a service
  - how the service will be provided, and
  - who will provide the service (this is called “**informed consent**”)
- Have the information you need when you need it to make decisions about things that affect you.
- Decide what information you want to share (this is called “**privacy**”).
- Decide whether information about you can be told to someone else (this is called “**confidentiality**”).
- Have services explained to you in a way that you can understand.
- Be shown the place where you will receive services so that you will be safe and comfortable.
- Be told about other services that could help you get what you need.
- Receive services that are sensitive to your needs, your beliefs, and other things that are important to you.
- Be included in all meetings with Thrive staff about services for you and/or your family.
- Complain about a service without worrying about it being taken away.
- Decide to stop using a service.
- Say what you think about a service when it ends (this is called “**evaluation**”).
- Have someone look into and fix the problem, if you feel your rights are not being respected.
- Get a lawyer if you need one.
- Decide whether or not to be involved in a research project.
- Make sure that Thrive staff follow the rules for research, if you are involved in a research project.