

# Clients' Bill of Rights

**Our Client Bill of Rights serves as a beacon of respect, dignity, and empowerment for all individuals accessing our services. We commit to uphold these rights and ensure a safe and supportive environment for every client.**

- Clients have the right to expect that all information shared with service providers will be kept confidential unless disclosure is required by law or consented to by the client.
- Clients have the right to privacy during all interactions with service providers, including conversations, assessments, and interventions. This includes physical privacy as well as confidentiality of electronic communications.
- Clients have the right to receive services in a manner that recognizes the client's individuality and that is sensitive to and responds to the client's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial, and cultural factors.
- Clients have the right to receive services in an environment free from abuse, discrimination, neglect, humiliation, financial exploitation, and all forms of coercion or harm.
- Clients have the right to voice complaints, express grievances, and request changes to services without fear of retaliation or negative consequences.
- Clients have the right to access information relevant to their care and decision-making process in a timely manner.
- Clients have the right to access their own records and information maintained by service providers through proper channels, subject to legal limitations.
- Clients have the right to make informed decisions about their care, including the right to give or refuse consent for services, treatments, and interventions.
- Clients have the right to withdraw consent for services at any time, without repercussion or discrimination from Beacon Community Services.
- Clients have the right to information about the composition of their service delivery team, including qualifications, roles, and responsibilities of team members.
- Clients have the right to participate in the planning and evaluation of their services, including the right to request changes to service delivery methods or team composition.
- Clients have the right to access legal representation and advocacy services for assistance in protecting their rights, resolving disputes, and seeking remedies for infringements.
- Clients have the right to access self-help support services and advocacy support services to assist them in navigating their rights and accessing appropriate resources.
- Clients have the right to request an investigation of alleged infringements of their rights, including abuse, humiliation, exploitation, discrimination or violations of confidentiality.
- Clients have the right to a fair and timely process for resolving grievances and complaints regarding their care and treatment.

This Bill of Rights affirms the fundamental principles of respect, autonomy, and dignity for all clients receiving services. It serves as a guide for service providers to ensure that clients are treated with the utmost care, integrity, and respect for their rights and well-being.