



## Visitor Rights and Responsibilities

### Your Rights and Responsibilities as a Person Accessing Programs and Services of the Krasman Centre

#### Your "Rights"

- You have the right to be treated with dignity, respect and consideration at all times
- You have the right to be informed about the services you are receiving
- You have the right to ask about reasonable alternatives to supports/services at Krasman Centre and other agencies
- You have the right to make your own decisions regarding your health and wellness
- You have the right to accessible information regarding the scope and availability of services
- You have a right to file a complaint regarding Krasman Centre, using the Krasman Centre's Complaints Process
- You have a right to ask questions and discuss concerns with the person(s) offering Peer Support
- You have a right to accept or refuse service
- You have a right to refuse to respond to a particular line of questioning
- You have a right to end participation in services at any time

**You have a Right to Confidentiality.**

*Reference Policy # (Confidentiality Policy)*

#### **Your "Responsibilities":**

- To understand and follow the Centre's Comfort Agreement and Code of Conduct for Person's Accessing Programs and Services at Krasman Centre
- To treat all staff, volunteers and person's accessing services at Krasman Centre with dignity and respect at all times
- To ask questions about the scope of support and services available to you should you choose to access them