



Pathways to Independence Client Rights

Each person we support is protected and entitled to rights as identified by the Canadian constitution, provincial, and other legislated rights. In addition to these protected rights, a person receiving support from Pathways to Independence has rights as they relate to the support and services received from us as a service provider. These rights include:

- 1 To be dealt with in a courteous and respectful manner, and to be free from mental, physical, and financial abuse by the service provider.
- 2 To be recognized for their individuality, needs, and preferences, including ethnic, spiritual, linguistic, familial, and cultural factors.
- 3 To voice concerns or recommended changes about their community service, without fear of interference, coercion, discrimination, or reprisal; to be informed of policies and procedure affecting service provider operations, and to receive written information on the procedures for initiating complaints about the service provider.
- 4 To develop and continuously adapt a Quality of Life Plan that clearly communicates to the person's support team their aspirations and goals for the future and highlights their preferences for the activity of daily living.
- 5 To consent or refuse a community service.
- 6 To have personal information such as records kept confidential in accordance with the law.
- 7 To freedom of movement.
- 8 To own and access personal possessions.
- 9 To receive supports and services that respond to the unique needs and preferences of each person.