

AFRICAN COMMUNITY SERVICES OF PEEL

CLIENT'S RIGHTS AND RESPONSIBILITIES

POLICY

Client's Rights:

Every Client of ACS has a right to:

- Receive high-quality service
- Be treated with respect and courtesy without discrimination
- Have your information kept private and confidential except as described in ACS privacy policy
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Get information and support in order to make educated decisions
- Discuss service received from staff to identify if it is working for you and express any questions or complaints that you may have

Client's Responsibilities:

Every Client of ACS has a responsibility to:

- Treat the staff, volunteers and others at ACS with courtesy and respect. Discriminatory and oppressive behaviors will not be tolerated
- Inform ACS 24 hours prior or as early as possible if you cannot come to an appointment
- Follow ACS policies and procedures (e.g. fire drill evacuation guidelines and meeting room guidelines), in order to maintain a safe, clean and accessible environment for all.