

## All Indus clients can expect the following:

1. To be treated in a courteous and respectful manner and to be free from neglect, humiliation, mental, physical, and financial abuse.
2. To have individual identity, beliefs, history, culture, and ability respected. This includes recognizing ethnic, gender, spiritual, linguistic, familial and cultural individuality. Clients will be treated in a manner free of stigma and assumptions.
3. To participate in assessments of their needs, the development of their care/service plans, and in subsequent evaluations and revisions of their services.
4. To provide, refuse, or withdraw consent to the provision of any services.
5. To provide, refuse or withdraw consent to the release of their personal information. Clients have a right to access their own record to ensure that it is accurate, reliable, and complete. Client have a right to expect that personal health information belongs to the client, and that it will remain private, respected and protected.
6. To receive information and/or referrals to legal entities for representation, self-help support services, and other community services available to them.
7. To be informed about the policies and procedures affecting program operations. Clients can expect a transparent, clear, and fair process to express a complaint, concern, or compliment about their care and that an expression of a complaint or concern not impact the quality of the care clients receive.
8. To refuse participation in any program and/or research studies and the right to withdraw consent from any ongoing programs or research studies at any time.
9. To expect open and seamless communication, and to expect that everyone involved in their services will be accountable and supported to carry out their roles and responsibilities effectively.
10. To expect that families and caregivers be treated with respect and seen as valuable contributors to the care team. Right to expect Indus staff value the experiences of patients, families, and caregivers and incorporate this knowledge into policy, planning, and decision-making.
11. To expect Indus staff to comply with their professional responsibilities and to deliver safe service or care. This also means that Indus staff will indicate when a client's needs are beyond the scope of service, at which time staff will help the client find alternate services.