



ANNISAA Organization of Canada (ANNISAA)

Client Bill of Rights

The Client has the right to:

- Be serviced without regard to age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation, or any other personal characteristics.
- Be treated with dignity and respect by all who serve them;
- Be treated in a non-judgmental manner;
- Refuse or accept services;
- Appeal to the Appeal Sub-Committee if felt that service is not adequate or within proper standards;
- Have any comments or problems followed up by staff in a timely manner;
- Have as much or as little service as needed (within agency limitations);
- Participate in the work which is being done, and to have it performed in the manner which is preferred, within reason and as long as the client, staff, and/or volunteers are not at risk;
- Know that all client files and information will be kept strictly confidential; and
- Expect that work done will be completed in the safest manner possible and that safety hazards will be brought to their attention.

Every client and volunteer will be informed of the Volunteer Bill of Rights and will receive a copy at the beginning of service.