

# About your rights as a Synapse client

## Who is this information for?

- Any person receiving a service through Synapse
- Any person wanting to know the rights of all client receiving a service through Synapse

## To help you understand this information a Synapse staff member can assist you by:

- Using clear and simple language
- Use photos, drawings or objects
- Use gestures or sign language

If you need help understanding this information and what it means for you, you can ask a support worker for help.

**\*Everyone should be treated in the same way. You are in charge of making decisions about your life\***

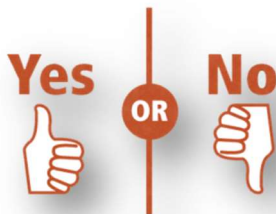
## What are your rights?



- You must be treated with respect, acceptance and dignity



- You must have your need for privacy respected



- You have the right to say 'Yes' or 'No' to any service or support from Synapse, and be given other options



- You have the right to participate in services and programs that are safe, and in a safe environment



- You are in charge of making decision about your life, support, and programs. You can choose to have a support worker help you with this



- You have the right to access your personal information stored with Synapse



- You have the right to make a complaint and have personal issues or suggestions heard, and to have these supported fairly



- You have the right use an independent advocate in matters about Synapse



- You can stop your Synapse support anytime and this decision will be respected



- You have the right to your own thoughts, opinions, and expressions



- You have the right to be able to go places to learn new things or skills



- You have the right to be able to go do things in your community



- You have the right to live in a safe home and are free to move around your home



- You have the right to be able to access medical care, food, clothing and support