



Employment & Literacy Services

Client Bill of Rights & Responsibilities

As a client of the MSC Employment and/or Literacy Services, you have the **right** to:

- Be treated in a courteous and respectful manner – free from mental, physical and financial abuse
- Be treated in a manner that respects your privacy, dignity and promotes your autonomy
- Be treated in a manner that respects your individuality, that is sensitive and respects your preferences, including preferences based on ethnic, linguistic, familial, gender, sexual orientation, spiritual and cultural factors and abilities
- Be informed and involved in the planning of your service
- Agree or refuse consent to our services
- Express concerns and recommend changes to your service without fear of reprisals, interference, coercion or discrimination
- Have your personal information kept confidential and private in accordance with current legislation

As a client of the MSC Employment and/or Literacy Services, you have the **responsibility** to:

- Plan your own service with us
- Work with us to meet the career and or literacy goals of your service
- Inform us about any changes in your situation that could affect your goals including if you no longer wish to receive our services
- Provide us the most correct and up-to-date information
- Let us know if you have any questions, concerns or problems
- Consult with us if you wish to change the direction of your service plans
- Let us know in advance when you cannot attend an appointment
- Treat MSC staff with courtesy and respect, free from discrimination and harassment
- Communicate with us regularly and keep us up to date with any changes to your contact information