

CLIENT BILL OF RIGHTS.

Each client has the right to have their personal and service information handled, by Meal on Wheels (Sudbury) staff in a confidential and private manner.

Each client has the right to participate in the assessment and determination of service needs, and the right to access information including policies, rules and laws regarding how those services are provided.

Each client has the right to request access to their personal information records.

Each client has the right to be treated by all Meals on Wheels (Sudbury) staff with respect, dignity and recognition of individual autonomy without mental, physical, verbal, sexual, or financial abuses.

Each client has the right to raise questions and concerns or formalize complaints regarding services received without fear of reprisal or discrimination by any Meals on Wheels (Sudbury) staff.

Each client has the right to receive appropriate and timely service regardless of the person's identity including ethnic, spiritual, sexual, racial, linguistic, familial or cultural affiliations.

*Meals On Wheels (Sudbury) staff includes all paid employees and all volunteers.