



YOUR RIGHTS

As a customer of PATH:

- ◆ You will be treated with dignity and respect. This includes respect for your lifestyle, cultural, linguistic and religious background and preferences.
- ◆ Your privacy will be respected. Any information you give us will be kept safe, and given to others only with your permission.
- ◆ At any time, you may revoke your permission regarding release of information.
- ◆ You will be given information in a way that suits you.
- ◆ You are in charge of decisions made.
- ◆ You may choose a person to speak on your behalf for any purpose.
- ◆ You have the right to give feedback and to complain about services you receive from PATH. If you want to complain, you will be given help to do this.

YOUR RESPONSIBILITIES

As a customer of PATH — we ask you to:

- ◆ Respect the rights of PATH staff and volunteers, and other customers of PATH.
- ◆ Help to ensure PATH is safe and healthy and free from harassment.
- ◆ Provide sufficient and accurate information to PATH staff so that PATH is able to meet your needs.
- ◆ Do your best to attend appointments made. If you are unable to keep an appointment, you will if possible advise PATH of this before the appointment.
- ◆ Return borrowed books and equipment by the due date and in good condition.
- ◆ Provide PATH with feedback about the services you receive.

