



CLIENT RIGHTS

SOWINS is inclusive of every race, religion, culture, sexual orientation, gender identity, social condition, and physical or mental ability.

Each individual accessing services at SOWINS has the right to:

- Be treated with respect, compassion and dignity.
- Be equally considered for support and housing based on policy.
- Physical safety and emotional support.
- Make own decisions and choices regarding access to SOWINS services.
- Informed consent and choice, which includes the right to:
 - Be informed about relevant SOWINS policies;
 - Access information and opportunities that promote understanding of options and the potential implications of choices;
 - Be involved in planning or decision-making processes.
- Privacy and confidentiality.
- Be informed of human, legal and civil rights.
- Access legal representation.
- Make a complaint or appeal a decision.
- Own religious, political and social beliefs.