



## **RIGHTS OF THE PERSON SERVED**

**All Persons Served have the right to:**

- **Be accommodated fairly and respectfully**
- **Privacy and confidentiality of information**
- **Freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect**
- **A clear and supported complaint process**
- **Refuse services from NYRC with the provision of consequences**
- **Receive services in a manner that is non-coercive**
- **Receive services in a manner that allows for self-determination**
- **Have legal guardians (substitute decision makers) participate in decision making**