

RIGHTS OF PERSONS SERVED

BIAV is committed to supporting and protecting all of the fundamental human, civil, constitutional, and statutory rights of each person it serves, in a manner that nurtures and protects the dignity and respect of the persons served

All persons served have the right to:

- be treated fairly and respectfully;
- privacy;
- confidentiality of information (see Policy & Procedure Manual);
- freedom from abuse, exploitation, retaliation, humiliation and neglect;
- a clear, supported complaint process (see Policy & Procedure Manual);
- refuse services from BIAV;
- receive services in a manner that is non-coercive and respectful of the right to self-determination;
- access or referral to legal entities;
- adherence to research guidelines and ethics when persons served are involved, if applicable;
- investigation and resolution of alleged infringement of rights, and
- Other legal rights

All persons served have the right to NOT be denied services on the basis of race, religion, national origin, sex, age, disability, marital status or funding.

In working with persons served, BIAV will respect and acknowledge individual diversity such as (but not limited to):

- culture
- gender
- sexual orientation
- spiritual beliefs
- socioeconomic status
- language