

YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT OF UNBRIDLED WAYS

Welcome to Unbridled Ways.
We hope that we can give you the kind of support and help that you are looking for.

When you receive services from Unbridled Ways you have the right to:

- Receive high-quality service
- Be treated with respect and courtesy
- Have your information kept private and confidential except as described in Unbridled Ways *privacy statement*
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Receive service in offices that are safe, clean and accessible
- Get information and support to help you make decisions to improve your situation
- Be served without discrimination
- Discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have
- Request a change of staff member if there is another staff person available who can address your issues and your request is reasonable -- you should know that discriminatory requests will not be considered

This is what we ask from you:

- Treat the staff and others at Unbridled Ways with courtesy and respect
- Let Unbridled Ways know 24 hours before if you cannot come to an appointment.
- While we welcome email contact, we are aware (and want you to appreciate) that it is not a confidential means of communication.

Unbridled Ways Contact

Please feel free to contact any of the staff at Unbridled Ways via email at unbridledways@gmail.com or calling us at 238-0638.