

Client's Bill of Rights

IWO is committed to building a safe and healthy community, in general and in particular, through supporting and strengthening the quality of life for members of the Iranian-Canadian community.

All IWO services, programs, literature, staff and volunteers adhere to this principal.

Every client and community member who uses IWO's services and programs has the right to:

- Be treated with dignity, courtesy and respect.
- Expect that IWO will offer services and programs that are within its capacity and be responsive to the client's and community's needs.
- Receive IWO's services, delivered in a manner that is free from discrimination, be it racial, ethnic, religious, or because of gender, sexual orientation, financial ability, age, or disability.
- Understand that all services and accommodations provided to the client are confidential, and in accordance with law.
- Expect direct service from IWO's resources or referral to other reputable service providers.
- Receive information that is current and accurate.
- Participate in enhancing and commenting on the quality of IWO's programs and services.

