

Client Statement of Rights & Responsibilities

YOU HAVE THE RIGHT TO:

- Be treated with dignity and respect
- Be informed of services and to make decisions about your care
- Make informed decisions about consent and have access to the CMHA, Simcoe County Privacy and Information Practices Statement
- Express compliments and concerns
- A safe service delivery environment
- Obtain quality services in a timely manner
- Communication in a manner that assists you to understand the information

YOU ARE RESPONSIBLE FOR:

- Treating other Clients and Staff with dignity and respect
- Respecting the privacy and confidentiality of other persons who are receiving service
- Working toward your goals
- Contacting your worker if you are unable to attend a scheduled meeting
- Maintaining a safe environment and reporting any unsafe conditions
- Forming active partnerships with your mental health and addiction worker, and other providers
- Embracing hope-inspiring strategies that acknowledge and validate your strengths and abilities
- Being open to alternative explanations and ideas, and expressing what you need in order for services to be effective for you

