

These Client & Family Rights and Responsibilities have been developed in collaboration with CMHA Simcoe County Client and Family Advisory Committee, staff, and leadership.

Client and Family Rights

- I have the right to be treated with dignity, respect and fairness.
- I have the right to be informed about the service(s) that I am receiving, to have my questions answered, to give input into my care plan, and to make decisions about the service(s) I accept.
- I have the right to accept or refuse the service(s) offered.
- I have the right to my health information being kept private and confidential.
- I have the right to express my compliments and concerns without losing my service(s).
- I have the right to receive high quality services in a timely manner.
- I have the right to receive clear communication so I understand the information.
- I have the right to be free from any form of discrimination based on race, ethnicity, ancestry, place of origin, citizenship, nationality, creed, colour, sex, sexual orientation, gender, gender identity and expression, language, age, mental or physical ability, marital or family status, religion or spiritual beliefs, and other individual characteristics.
- I have the right to receive service(s) in locations that are safe, clean, accessible and free from violence and to report what I think are safety, inaccessibility or other concerns without affecting my service(s) negatively.
- I have the right to receive service(s) that use trauma-informed care and harm reduction approaches.

Client and Family Responsibilities

- I am responsible for treating other clients, families, staff, students, and volunteers with dignity and respect.
- I am responsible for respecting the privacy and confidentiality of others receiving service.
- I am responsible for working towards my service goals.
- I am responsible for contacting my service provider(s) if I cannot attend an appointment or meeting.
- I am responsible for actively participating in my service(s) with my service provider(s).
- I am responsible for embracing hope-inspiring strategies that acknowledge and validate my strengths and abilities.
- I am responsible for remaining open to alternative explanations, ideas, and will express what I need for service(s) to be effective.
- I am responsible for asking questions if I do not understand something.
- I am responsible to inform my service provider(s) about my life changes affecting service(s) and to provide up-to-date information.
- I am responsible for providing feedback to help improve services.

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