



The Client and Family Bill of Rights and Responsibilities has been developed in consultation with staff and the CMHA Niagara Client and Family Advisory Committee. It is expected that all staff, students and volunteers uphold the Bill of Rights and Responsibilities.

YOU HAVE THE RIGHT...

To be treated with respect

You are a person first and have the right to be treated with respect and dignity in all aspects of support in a courteous and non-judgemental way.

To be free from discrimination on any grounds

Everyone has the right to equal treatment with respect to services and supports without discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or mental or physical ability.

To individuality, dignity, liberty and freedom of choice

Everyone has the right to be a partner in decisions regarding their services and recovery care plan, and the right to change their mind. This includes the right to request changes to services or supports, and to have these requests addressed in a fair and timely manner.

To privacy and expectation of confidentiality

Everyone has the right to have their privacy respected and expect that their personal information, including reports, will be treated in a confidential manner, according to law and CMHA Niagara's privacy policies. This also includes the right to view and request changes to documentation related to planned or received care, within the agency's ability by law.

To speak and be heard

Everyone has the right to speak and have their opinion considered. Everyone has the right to a complaint process that is user friendly and without consequence to quality or accessibility to services. Everyone also has the right for someone to speak on their behalf; if they so choose.

To a safe, clean, accessible environment which is free from violence

Everyone has the right to be safe and free from violence at CMHA Niagara Branch. Violence includes sexual harassment, sexual, physical, financial, or verbal abuse; including hate speech. CMHA Niagara Branch will use all reasonable efforts to protect you from harm.

To equitable opportunity

Everyone has the right to be treated in a fair and just manner. This includes the right to have individual differences accommodated in services and supports, when such accommodation does not cause undue hardship.

To be involved and included and to participate fully

Everyone has the right to be involved and included in decision making and by participating in public events, meetings, and activities within CMHA Niagara Branch.

To be fully informed

Everyone has the right to be informed of their rights and changes that affect them, including changes in programs, policies and staff changes.

To quality services

Everyone has the right to receive quality service from CMHA Niagara Branch. This includes the right to be informed about their options and given choices about their services and supports; to be provided with support in accessing other community social or support services; and to be a partner in the development of their care plan.

To be informed of research or teaching

Everyone has the right to be informed when research is being collected and how that information will be stored and used. Everyone has the right to decline such collection of information knowing that declining will not affect their access or quality of support received from CMHA Niagara Branch. Everyone has the right to know when students are involved in their treatment or support and the right to decline student involvement. *(Adapted from: CMHA Toronto Branch, CMHA Niagara Branch, CAMH)*

WHAT WE ASK FROM YOU...

Treat staff and others at CMHA Niagara with courtesy and respect

Be an active partner in your recovery process, by participating in determining appropriate services and being honest through sharing your feelings and opinions

Ask questions when you do not understand something

Provide information to us about changes in your circumstances as needed

Discuss any service, safety, or privacy concerns with us as soon as possible

Let us know if you are unable to meet with us as arranged, as soon as possible

To attend programs and services free from the influence of alcohol or drugs