



## Service Agreement – CMHA College for Health & Well-Being

The Canadian Mental Health Association York & South Simcoe provides services and supports to individuals struggling with various difficulties including social, emotional, mental and physical well-being. All services within CMHA are voluntary. CMHA is committed to providing an environment that embraces diversity and respects the needs of students and staff members. This Agreement tells you what you can expect from us in regard to our role as facilitators and peer support workers and lets you know your role and responsibility as a student.

### YOU CAN EXPECT US TO:

- ✓ Provide you with assistance in developing a personal learning plan
- ✓ Provide you with support to monitor your progress and help you plan for the future
- ✓ Provide a safe and welcoming learning environment where everyone is treated fairly, with dignity and respect
- ✓ Support your learning needs if you require accommodations for learning
- ✓ Welcome your feedback, ideas, perspectives and opinions
- ✓ Maintain a focus on learning at all times, rather than on treatment or caretaking
- ✓ Respect your right to privacy and confidentiality, and to not disclose your personal information without consent except in situations of immediate danger to yourself or others
- ✓ Acknowledge and celebrate your successes

### WE EXPECT YOU TO:

- ✓ Let us know if you need to miss a session or course you are registered for
- ✓ Arrive to the course on time and if you are going to be late to let us know if you can
- ✓ Follow the specific course guidelines and norms set at the start of the course
- ✓ Stay for the full session unless you have a reason for leaving
- ✓ To refrain from the use of alcohol and illicit substances while attending
- ✓ Respect diversity of opinion and experiences
- ✓ Treat everyone with courtesy and consideration
- ✓ Participate in creating a safe learning environment that is supportive and understand that everyone is at a different stage in their recovery journey



- ✓ Understand that the Recovery College model of service is not a replacement for therapy
- ✓ Respect the privacy of other students and that anything said in a session, course or event is confidential
- ✓ Ask questions, provide feedback, ideas and opinions
- ✓ Enjoy learning and come prepared to learn

As CMHA College for Health & Well-Being is offered on a semester basis and is open to a variety of individuals at different stages of recovery, it is important that its students meet service agreement expectations to receive the full benefits from our programming and support.

\_\_\_\_\_  
Participant (print and sign)

\_\_\_\_\_  
Date