



Client Rights and Responsibilities

Your rights

- Respect
- Speak and be heard without judgement
- Receive service in the language of your choice
- Quality services
- Safety
- Be informed
- Report complaints or concerns
- Privacy and expectation of confidentiality
- Equal opportunity
- Receive service that is based on the Recovery and Harm Reduction Model
- Provide feedback
- Access your health record information

Your responsibilities

- Provide feedback to help improve services
- Tell us if you need to cancel or reschedule your appointment whenever you can
- Provide information to us about changes in your life as needed
- Tell us if it is unsafe for you to visit us or us to visit you
- Treat workers with respect and courtesy
- Take responsibility for the decisions you make
- Ask questions if you don't understand something
- Be an active participant your recovery process



Canadian Mental
Health Association
Association canadienne
pour la santé mentale

Developed in partnership with our Client and Family Advisors.

