



# Clients Rights and Responsibilities

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The Society considers any person, with or without their children, seeking support regarding social issues as a Client.

### ***Client Rights***

To be treated with respect and dignity.

To receive the highest quality of support from Staff.

To ask questions, and to be informed, about available services.

To be dealt with in a professional manner.

To receive adequate notice regarding the cancellation of appointments

To have all personal information kept confidential - except when permission is given for release, or when release of information is required by law.

To disagree with Staff members. To request a different Staff member, to choose or decline.

### ***Client Responsibilities***

To treat others with dignity and respect and to refrain from abuse, or the threat of abuse to Staff or other Clients.

To follow program guidelines.

To make Staff aware of information which may be relevant to their safety and the safety of Staff and Clients at the Transition House and in Society Programs.

To refrain from use of drugs (other than prescription drugs) or alcohol while a resident of the Transition House, clients who access other services will be reviewed on a case-to-case basis as the harm reduction theory is supported at the Outpatient Clinic.

To notify Staff if appointments need to be rescheduled.

To keep all information concerning other Clients, either at the Transition House or in group sessions, confidential.

To discuss with a Staff member if they wish to change to another Staff member.