

CLIENT, FAMILY, AND CAREGIVER RIGHTS AND RESPONSIBILITIES

AS A CLIENT, FAMILY MEMBER, OR CAREGIVER I HAVE THE RIGHT TO:

AS A CLIENT, FAMILY MEMBER, OR CAREGIVER I HAVE THE RESPONSIBILITY TO:



RESPECT

- Receive person-centred, evidence-informed care based on our Centre's values
- Be treated with respect and dignity, no matter my race, gender, culture, religion, abilities or sexual orientation
- Receive service and care that respects my culture and is free from all forms of racism, oppression, discrimination and harassment
- Have my privacy respected

- Respect the rights and property of staff, trainees, volunteers, and other clients and their families
- Be respectful of the privacy of others, including their right to confidentiality
- Treat others with respect and without discrimination, racism or harassment
- Not verbally or physically abuse staff, trainees, volunteers, and other clients and their families



COMMUNICATE

- Be fully informed about relevant programs, my service or care plan in plain language
- Ask questions, voice concerns, and receive answers
- Refuse a proposed service and be made aware of possible alternatives
- Expect that other members of my care team will talk with one another about my care plan
- Access and review my health record

- Participate actively, openly and honestly in the assessment, service planning and service review process
- Inform GH-CCMH staff of information that is important and relevant to my service
- Notify my clinician if I am unable to attend/participate in my service/program



COLLABORATE

- Understand how my care is coordinated with other services I have received or am receiving
- Participate in decisions about the services I receive
- Know the name and role of each member of my care team

- Attend scheduled appointments and meetings
- Work together with my care team to achieve the best possible outcome

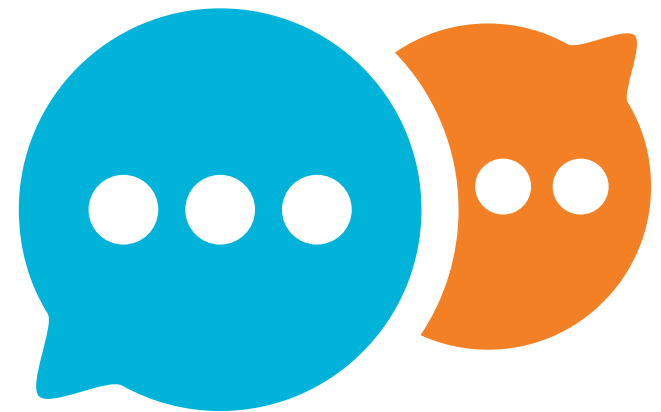
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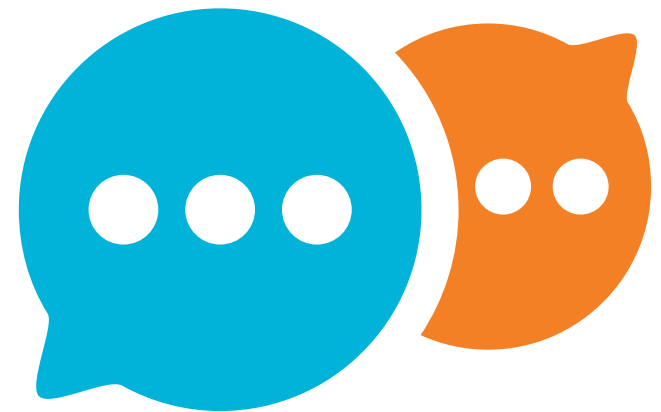
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