



# Your rights and responsibilities

What to expect	What we need from you
<p><b>High-quality care</b></p> <p>Our priority is to provide you the service you need, when you need it, with skill, compassion, effective communication and respect.</p> <p>You have the right to equal communication access and communication functional equivalency (i.e message equivalent). Every effort will be made to ensure appropriate accommodations are provided (ASL or Deaf interpreters, CART, etc.).</p> <p>Your service providers will introduce themselves each time you see them.</p>	<p><b>Participation</b></p> <p>Be willing to participate in service as much as possible and commit to making positive changes.</p> <p>Attend appointments free from the influence of drugs and/or alcohol.</p> <p>Treat other persons and staff with respect at all times.</p> <p>Be considerate of others and respect our scent-sensitive policy.</p> <p>Treat the building with respect and maintain a clean and safe environment for all.</p>
<p><b>Autonomy</b></p> <p>You have the right to make an informed choice and be involved in the development of your service plan.</p> <p>To make informed decisions with your service team, you need to understand:</p> <ul style="list-style-type: none"> <li>· the benefits and risks of each service or plan of action.</li> <li>· what you can reasonably expect from your service plan.</li> </ul> <p>You are presumed to have decision-making capacity unless found to be incapable by a physician.</p> <p>You have a right to accept or refuse service at any time.</p>	<p><b>Integrity</b></p> <p>Ask if you have not understood something about your service.</p> <p>Notify your service provider of concerns about your service.</p> <p>Be honest and state your opinion.</p> <p>We respect your values and spiritual beliefs. Discuss them with your service provider if they need to be considered in your service plan.</p>
<p><b>Confidentiality</b></p> <p>We respect the confidentiality of your relationship with your service team, and keep sensitive information about you private.</p> <p>We will always ask your permission to disclose information about you unless required by law.</p> <p>When you start services, you will be asked to sign that you understand and agree with the plan and services designed with you.</p> <p>There are Provincial Laws and CHS policies to protect the privacy of your information.</p>	<p><b>Providing information to your worker</b></p> <p>Ensure the information you provide is accurate, to the best of your ability and knowledge.</p> <p>Your service providers need complete and correct information to plan the best approach to your service.</p>