

## CLIENT BILL OF RIGHTS

*Every participant in AMHS-KFLA programs and services, regardless of race, culture, religion, gender identity, sexual orientation, economic, marital or legal status, political belief, or any other personal characteristic or life experience has the RIGHT to:*

### BE TREATED WITH RESPECT

Every person...

1. ...is a person first, and has the right to be treated respectfully and without judgement.
2. ...will have their privacy respected at all times. All personal information remains confidential, unless there is a risk of individual safety or that of others.
3. ...will have their individual needs, wishes, values, beliefs, dignity, independence and experience respected throughout their recovery journey.

### A SAFE AND WELCOMING SPACE

Every person...

1. ...has a right to be provided supports in a safe, welcoming and secure environment.
2. ...has a right to receive services based on support, healing and recovery.
3. ...may choose to have a third party present during any or all appointments.

### DIGNITY & INDEPENDENCE

Every person...

1. ...is encouraged to provide information on their individual needs, goals and preferences that will help support their wellness and recovery.
2. ...may access confidential, outside support when desired including counseling, rights advice, advocacy, legal counsel, and other supports in the community.
3. ...has the right to fully participate in all decisions relating to their treatment, except in accordance with a court order.

### QUALITY SERVICES

Every person...

1. ...has the right to have quality services that comply with all legal, professional and ethical standards.
2. ...has the right to accessible services.
3. ...has the right to collaborative services among all involved service providers.

### BE FULLY INFORMED

Every person...

1. ...can access current and accurate information about AMHS-KFLA and/or their individualized treatment plans, in a format that best meets their needs
2. ...has the right to provide informed consent or refuse services at any time, except in accordance with a court order.

3. ...may access and review their personal health record, receive information and/or make corrections as needed, consistent with AMHS-KFLA privacy policies and the Personal Health Information Protection Act (PHIPA)

## **PROVIDE FEEDBACK**

Every person...

1. ... is able and encouraged to provide feedback (positive or negative) on their service experience at any time, anonymously, in multiple, accessible formats (by phone, in person, on paper or by email).
2. ...has the right to escalate a complaint to an external organization(s) as appropriate or applicable.
3. ...may ask questions or voice concerns at any time during their treatment.