

BILL OF RIGHTS & RESPONSIBILITIES for CLIENTS

Every individual has the right:

1. **TO BE TREATED WITH COURTESY AND RESPECT** in a manner that fully recognizes their dignity and individuality.
2. **TO PRIVACY and CONFIDENTIALITY** in all matters.
3. **TO KNOW WHO IS RESPONSIBLE FOR THEIR CARE** and who is providing their treatment.
4. **TO BE INFORMED** of their medical condition, treatment and proposed course of treatment.
5. **TO PARTICIPATE** in making any decision and in obtaining other opinions in any aspect of their care.
6. **TO GIVE OR REFUSE CONSENT** to treatment, including medications, and to be informed of the consequences of giving or refusing consent.
7. **TO HAVE A DESIGNATE** in place to receive information concerning their care.
8. **TO HAVE ACCESS** to the information retained in their file, except when it is reasonable to believe that such access would result in a substantial risk to the physical, mental or emotional health of the client or harm a third party.
9. **TO BE AWARE** of the procedures for initiating a complaint.
10. **TO A SAFE AND SECURE SERVICE ENVIRONMENT.** Standards, certifications, inspections, procedures and best practices are in place and monitored regularly.
11. **TO REASONABLE ACCOMMODATION** (for persons with special needs or disabilities) in accordance with the law.

Every individual has the responsibility:

1. **TO TREAT OTHERS** with consideration, courtesy and respect.
2. **TO PARTICIPATE** with all caregivers in their treatment, rehabilitation and care planning.
3. **TO BE RESPONSIBLE** for all personal property and valuables while at the Centre.
4. **TO RESPECT** WECHC property and its contents.
5. **TO ABIDE BY** the Centre's rules and regulations, policies and procedures.