



As a client of our Centre, we recognize you as an expert of your own life.

We value your strengths, views, and beliefs.

We encourage you to work with us, ask questions, and make suggestions.

You have certain rights as a client of our services.

We invite you to review these rights.

Let us know what questions or concerns you might have about your rights.

Our Shared Commitments

We believe in providing safe and compassionate care that is based on mutual respect, dignity, open communication and understanding.

To learn more our pledge to a care culture, search “Our shared commitments” at www.fraserhealth.ca or scan this QR Code.



Clients, family members, and staff worked together to create these rights.

We also referred to the following charters, acts, and codes and policies when creating these rights:

- The Canadian Charter of Rights and Freedoms
- The BC Human Rights Code
- The BC Freedom of Information and Protection of Privacy Act
- The BC Mental Health Act
- Fraser Health Mental Health and Substance Use Family and Natural Supports Inclusion and Support Clinical Policy

A QR code (short for 'quick response' code) is a type of barcode that you scan with your smart device's camera. Once scanned, it takes you to that web page.

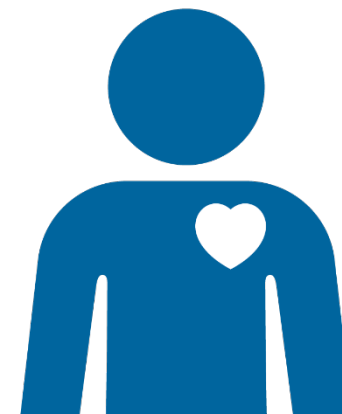
www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.



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To order, visit: patienteduc.fraserhealth.ca

Your Charter of Rights


Adult Community Mental Health
and Substance Use Centres




Respect and Privacy

- ✓ You have the right to be treated with dignity, respect, compassion. 
- ✓ You have the right to have a support person join you in appointments. Your support person could be a family member or a natural support such as a friend or a partner.
- ✓ You have the right to decide how you would like your family members and other supporters to be involved.
- ✓ You have a right to know how we protect your privacy. 
- ✓ You have a right to see your own health record. Ask us how.



Consent

- ✓ You have a right to choose to agree (or to disagree) to a treatment, a medicine, or a stay in the hospital, except when certified under *The BC Mental Health Act*. 
- ✓ You have a right to change your mind and stop any treatment at any time, except when certified under *The BC Mental Health Act*.
- ✓ You have a right to choose to agree (or to disagree) to take part in research at any time.

Quality

- ✓ You have a right to care that is appropriate, consistent, and timely.
- ✓ You have a right to tell us how we are doing. 
- ✓ You have a right to speak up when you have concerns about your care.
- ✓ You have a right to make an informal or formal complaint. Ask us how.

Working Together

- ✓ You have a right to tell us what matters most to you for your recovery. 
- ✓ You have a right to get enough information about all the options before you decide on your plan.
- ✓ You have a right to ask questions about your recovery, including the use of medicines and their side effects. 
- ✓ You have a right to continued support from your family doctor and community supports once you no longer need our specialized services.
- ✓ You have a right to get help finding a family doctor or nurse practitioner.