

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.

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.

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.