



Client Rights and Responsibilities

Every client is informed about their rights and responsibilities while engaged in service provision with CASON.

Every client will be treated with dignity and respect and free from discrimination.

Every client can expect a culturally safe service experience with consideration for personal values, beliefs, socio-economic conditions and the social determinants of health.

Every client has a right to privacy and confidentiality.

Every client can expect to receive service in a safe and secure environment.

Every client will be made aware of when informed consent is required, how consent is obtained and documented, procedures for assessing the capacity to give informed consent and steps to involve a substitute decision maker where capacity is lacking.

Every client has the right to provide feedback on our services and to file a complaint.

Every client will be informed about how we safeguard privacy and how to make a complaint about breach of privacy.

Every client will have the opportunity to be engaged in their service planning with access to confidential, timely support and services.

Every client will make decisions on their service/goal plans.

Every client will be adequately informed of the services available to them so they may make an informed decision.

Every client has the right to accept or refuse treatment/services at any time within the limits set out in any applicable service agreement.

Every client will have the right to include their family and personal supports in their journey with CASON.

Every client will have the opportunity to monitor and revise their goals as needed in order to accomplish them.