



Client Rights and Responsibilities

Client Rights

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

Every client has a right to privacy and confidentiality.

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

Every client will be informed that they can amend their consent (if provided) at any time during their service provision with CASON.

Every client will be made aware of how we safeguard privacy, if there is a breach of privacy and how to make a complaint about breach of privacy.

Every client will be informed the process in which to see, obtain a copy of their health information and make corrections to inaccurate or incomplete information.

Every client has the right to provide feedback on our services and to file a complaint. Visit www.cason.ca for more details.

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

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.

Client Responsibilities

CASON is committed to providing an environment free of bullying, harassment, discrimination, and violence, where all individuals are treated with respect and dignity, can contribute fully, and have equal opportunities. Under the Ontario Human Rights Code, every person has the right to be free of bullying, harassment, discrimination, and violence.

- The aforementioned behaviors will not be tolerated, condoned, or ignored at CASON from both employees and clients. If a claim of bullying, harassment, discrimination, and violence is proven, disciplinary measures will be applied, up to and including termination of employment to employees or termination of service to clients.

I agree to be respectful to clients and staff while at CASON. “Respect” means creating a safe environment for all. I will refrain from directed profanity, making inappropriate racist, homophobic, sexist comments or any form of degrading insult towards another person. Violent language or behaviors are not acceptable, and weapons are absolutely prohibited.

I agree to participate actively in the therapeutic process, to work on my own recovery goals and to provide complete and accurate information to the service provider in order to receive the best service. Clients are encouraged to be an active member in their treatment planning, be involved in the decision making process, ask questions, discuss treatment options, seek a second opinion.

It is my responsibility to communicate to all staff any special accommodations that I require in order to participate fully.

I agree to keep appointments or give notice where possible. Lateness and/or non-attendance will be discussed and negotiated by the client and the client’s assigned counsellor/case manager.

