



CLIENT'S RIGHTS & RESPONSIBILITY

ECMH supports the rights of our clients and strives to ensure that each individual is given respect, dignity, consideration, privacy and opportunities to participate.

Employees of ECMH are to ensure that clients are aware and/or provided their Rights and Responsibilities either via communication of verbal or written.

Clients have the right to:

- receive humane care and treatment, with respect and consideration;
- privacy and confidentiality when seeking or receiving care, except for life threatening situations or conditions;
- confidentiality of your files/records;
- ask about reasonable alternatives to care at ECMH or outside facilities;
- participate actively in decisions regarding one's counselling or programming;
- accessible information regarding the scope and availability of services;
- be informed about any legal reporting requirements regarding any aspect of support;
- a copy of your file contents upon request and written authorization;
- file a complaint with the Executive Director of ECMH regarding any concerns related to the privacy, confidentiality, or security of your file; and
- revoke your authorization to release; except to the extent that action has not already been taken.

Clients have a responsibility to:

- provide complete information about one's illness/problem, to enable proper referral and support;
- ask questions to ensure an understanding of the condition or problem;
- show respect to all staff;
- reschedule/cancel an appointment so another person may see a counsellor or attend programming/workshops;
- use prescription or medical devices for oneself only;
- inform the counsellor if one's condition worsens, or an unexpected reaction occurs from a medication; and
- provide requests for permission to release file content, in writing, to ECMH.