

Client Bill of Rights (Overview)

Frontenac Community Mental Health Services

EVERY client of FCMHS has the right to:

1. be treated with respect
2. freedom from harm
3. dignity and independence
4. to quality services that comply with standards
5. effective communication
6. be fully informed
7. make an informed choice, and give informed consent to treatment
8. support
9. choice regarding involvement in research or training of students
10. complain (both within and external to FCMHS)

Every effort will be made to ensure clients are aware of this Bill of Rights
and to assist clients to understand the contents of this Bill of Rights.

Full document available upon request.

Client Bill of Rights

Frontenac Community Mental Health Services

Right #1: Right to be treated with Respect

Every client:

1. is a person first, and has the right to be treated with respect, regardless of her/his race, culture, colour, religion, sex, age, mental or physical disability, economic status, sexual orientation, marital status, gender identity, legal status, political belief, or any other preference, personal characteristic, condition or state.
2. has the right to have her/his privacy respected.
3. has the right to be treated with respect in regards to their needs, wishes, values, beliefs and experience.

Right #2: Right to Freedom from Harm

Every client:

1. has the right to have services provided in a safe environment.
2. has the right to have services provided without threat of physical, sexual, verbal, emotional or financial abuse.
3. has the right to have services provided free from harassment, retribution, punishment and exploitation.
4. has the right to services based on support, healing and recovery.

Right #3: Right to Dignity and Independence

Every client:

1. has the right to have services provided in a manner that respects the dignity, independence and self-determination of the individual.
2. has the right to confidentiality about personal information and records in accordance with the law.
3. has the right to manage her/his own financial resources unless found to be financially incapable.

Right #4: Right to Quality Services that Comply with Standards

Every client:

1. a. has the right to have services provided in a manner that complies with legal, professional, ethical, and other relevant standards.
b. has the right to request information about services and procedures related to being a client of FCMHS.
2. has the right to reasonable accommodations required to access services

3. has the right to co-operation and collaboration among service providers to ensure quality and continuity of client centered care.

Right #5: Right to Effective Communication

Every client:

1. has the right to effective communication in a form, language, and manner that assists the client to understand the information provided. Where necessary, this includes the right to a competent interpreter.
2. has the right to open and honest communication.

Right #6: Right to be Fully Informed

Every client (and/or substitute decision maker):

1. has the right to all information about the client compiled by FCMHS including written information.
2. has the right to honest and accurate answers to questions relating to services at FCMHS.

Right #7: Right to Make an Informed Choice, and Give

Informed Consent to Treatment

1. No treatment shall be given without the client's informed consent, (except in accordance with the law).
2. Consent must be given for that particular treatment or plan of treatment.
3. Information about the treatment must be provided in writing on request. Every effort must be made to promote understanding and access to information about proposed treatments.
4. Consent can be withdrawn at any time, except in accordance with a court order.
5. Every client is presumed to have decision-making capacity unless found to be incapable. If a client is legally found to be incapable of making decisions, his/her substitute decision-maker has the same rights as the client to informed consent.
6. Consent must be voluntary and not obtained by coercion or misrepresentation.
7. Every client has the right to be fully involved in treatment decisions including the identification of needs and planning of required services to meet those needs (this includes those considered incapable of making treatment decisions)
8. Every client has the right to seek an additional independent medical opinion
9. Every client has the right to be involved in their discharge planning and to have access to information about various support options available in the community including.

Right #8: Right to Support

Every client:

1. has the right to request the presence of a third party during a medical/psychiatric appointment.
2. has the right to access confidential outside support when desired including counseling, rights advice, advocacy, legal counsel, and other supports of his or her choice.
3. has the right to support from providers, peers, and/or family.

Right #9: Rights in Respect of Research or Teaching

Every client:

1. has the right to decline involvement in research at any time and to know that declining participation will not affect her/his access to care, treatment or future service provision.
2. has the right to give informed consent to participate in research, including all benefits and risks of participating.
3. has the right to be advised when students are involved and to decline student involvement in any part of her/his treatment.
4. who agrees to participate in research has the right to be informed of what the research study is about, and the results of the research in summary form.

Right #10: Right to Complain

Every client:

1. has the right to make a complaint and access advocacy/support associated with making the complaint in accordance with the FCMHS Complaint Policy.
2. has the right to complain to an external organization as appropriate or applicable.

*Revised by members of the Client Advisory Committee
March 2009*