



Let's work together to support you in a safe and respectful environment.

Your Rights

Receive care that supports you to manage your health and make informed decisions



Advocate - ask questions, seek clarity, and share concerns about service



A safe, professional, culturally respectful environment



Receive care from a harm-reduction approach



An environment free from racism, discrimination and other forms of oppression



Prompt and timely appointments, and enough notification if appointments need to be changed



Professional boundaries with the staff supporting your journey



Confidentiality



A healthy, clean and tidy environment



Your Responsibilities

Play an active role in your care



Speak directly with CMHA WW staff in a timely manner to help us improve your services



Be respectful of others and avoid physical or verbal aggression towards others



Weapons are not allowed at CMHA WW

Avoid attending CMHA WW while under the influence of substances if it will interfere with your treatment



Avoid using substances on CMHA WW premises

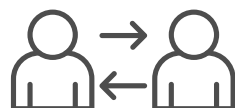
Do not make discriminatory or racist comments or actions



Attend appointments/groups on time or provide as much notice as possible (ideally 12 hours) if you can't attend



Maintain appropriate boundaries with staff and other clients



Respect and maintain the confidentiality of others



Do not come to CMHA WW if you are physically ill, respect and follow the scent free policy, and leave spaces in the same way you found them



You also have the right to:

- Bring a family member, friend, or other support person/advocate with you to appointments
- Access CMHA WW services and programs regardless of your immigration status
- Translation services if required
- Take part in your own cultural/religious practices while at CMHA WW sites



These Rights and Responsibilities support a therapeutic environment that promotes recovery and well-being.

If an individual does not comply with these Rights and Responsibilities, CMHA WW has designed the following processes to maintain a safe and supportive environment for all clients, families and staff.

1. Cancellation of the current appointment

Inappropriate behaviour may result in ending the current appointment.

2. Verbal warning

Minor violations may result in a verbal warning, reminding clients about CMHA WW rules and expectations.

3. Written warning

Repeated or more serious violations will result in a written warning, documenting the behaviour, and outlining the consequences if further violations take place.

4. Temporary suspension

Serious or repeated violations may result in a temporary suspension from certain activities or services at CMHA WW.

5. Loss of privileges

Specific violations may result in certain privileges being revoked, such as access to common areas or participation in group activities.

6. Behavioural contracts

Ongoing issues may require clients to sign a behavioural contract, agreeing to specific terms and conditions to continue receiving services.

7. Discharge from CMHA WW

In extreme cases of severe or dangerous behaviour, clients may be discharged from CMHA WW to ensure the safety of others.

8. Legal action

Any illegal behaviour may result in legal action being taken.

If you believe your rights have been compromised, learn more about the CMHA WW Complaints, Compliments & Feedback process at cmhaww.ca/feedback or scan the QR code.

