



Know Your Rights



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FOOTHILLS
CENTRE

Client's Bill of Rights & Responsibilities

BE TREATED WITH RESPECT

Every client...

...is a person first and has the right to be treated respectfully and without judgement.

...will have their privacy respected at all times.

All personal information remains confidential, unless there is a risk of safety to yourself or others.

...will have their individual needs, wishes, values, beliefs, dignity, independence and experience respected throughout their recovery journey.



RIGHT TO FREEDOM FROM HARM

Every client...

...has a right to be provided supports in a safe, welcoming, and secure environment.

...has a right to receive services based on support, healing, and recovery.

...has the right to be free from discrimination, harassment, retribution, punishment, and exploitation.

RIGHT TO QUALITY OF SERVICES

Every client...

...has the right to have quality services that comply with all legal, professional and ethical standards.

...has the right to identify their own needs, to have those needs form the basis of the development of a plan for services, and to have services provided in accordance with that plan.

...has the right to collaborative services among all involved service providers.

RIGHT TO EFFECTIVE COMMUNICATION

Every client...

... has the right to effective communication in a form, language, and manner that assists the client to understand the information provided.

... has the right to an environment that enables both the client and provider to communicate openly, honestly, and effectively.

Right to be fully informed

Every client...

... has the right to be informed of their rights in the Client's Bill of Rights.

... has the right to view their client record without undue difficulty.

... has the right to request information about services and procedures relevant to being a Foothills Centre client, such as rules, policies, and rights that apply to them at Foothills Centre, and to have access to them in writing.

PROVIDE FEEDBACK

Every client...

... is able and encouraged to provide feedback (positive or negative) on their service experience at any time, anonymously, in multiple, accessible formats (by phone, in person, on paper or by email).

...has the right to escalate a complaint to an external organization(s) as appropriate or applicable.

...may ask questions or voice concerns at any time during their treatment.



Know Your Responsibilities

- To treat staff, other clients, and visitors with courtesy and respect; free from verbal or physical abuse, discrimination, or harassment.
- To respect the Foothills Centre building and yard, and refrain from intentionally causing damage.
- To take part in your care plan to the best of your ability, to attend and participate in group sessions.
- To respect and adhere to non-use of alcohol and/or drugs while a client of Foothills Centre.

