



Let's Connect

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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 vourself 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

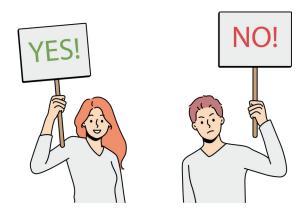
Every client...

- ... 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.

