

The Therapy Center at DCCH Statement of Client Rights



1. All clients are treated with inherent dignity and worth and are entitled to the equal protection of their human rights and fundamental freedoms without discrimination of any kind.
2. Clients with reduced capacity, including through intellectual disability and cognitive impairment, are supported to understand and exercise their rights.
3. Respect of their privacy and confidentiality.
4. High quality mental health services.
5. Consent to refuse treatment unless their consent is governed by guardianship.
6. Have their wishes respected and taken into account.
7. Receive appropriate and comprehensive information about their diagnosis, options for care and treatment and the availability of services.
8. Obtain timely, appropriate treatment, care and support.
9. Have their age, social, economic, cultural/geographical background and spiritual preferences taken into consideration in their treatment, support and care.
10. Receive services in a safe environment that protects them from physical, sexual and emotional harassment, abuse and violence.
11. Have family members and support persons involved in their assessment, support, care, treatment, recovery and rehabilitation to the extent requested by them.
12. Given appropriate reasons for the refusal of treatment.
13. Free to seek a second opinion.
14. Signify their wishes and preferences in regard to future treatment, support and care.
15. Make a complaint regarding any facet of their assessment, support, care, treatment, rehabilitation and recovery.
16. Have their complaint dealt with fairly and promptly without fear of compromising treatment or care.