



CLIENT'S BILL OF RIGHTS AND RELATED RESPONSIBILITIES

As a client of Frontenac Youth Services, you have the following rights and responsibilities:

RIGHTS

1. To be treated with courtesy and respect and without discrimination.
2. To receive service that respects your dignity, independence, privacy and confidentiality. Personal information will only be disclosed to third parties when authorized by the client, except in exceptional situations where it is the legal responsibility of the agency to report (abuse or neglect to child protection; death to coroner; communicable disease to public health).
3. To receive services in a safe and secure environment.
4. To receive service that respects your individuality and your values, and responds sensitively to your needs and preferences.
5. To consent to or refuse a service, based on having the information needed to help make an informed decision, including the intervention/treatment options available to you **and the likely benefits and/or risks of participation.**
6. To withhold or withdraw consent to collect, use, or disclose your personal health information.
7. Personal information to be protected from loss, theft and/or unauthorized access.
8. To participate in assessment and service planning.
9. To have your support network involved in your service.
10. To receive quality services that comply with professional standards.
11. To express your concerns, make a complaint, appeal a decision.

RESPONSIBILITIES

1. To work with us to plan your care and meet your service goals.
2. To keep your appointments and be on time, or give us at least 24 hours cancellation notice, if possible.
3. To respect our staff and our property; treat us as you wish to be treated.
4. To respect the rights and confidentiality of others.
5. *To tell us if you need more information or don't understand something.
6. *To tell us if you believe you have been treated unfairly or received poor service.

*Please speak to either your FYS Counsellor or call the FYS Executive Director at 905-579-1551 or Toll-Free 1-888-579-5914.