



Caregiver Rights

As a caregiver of a child of any age coming to CASA you have the following rights:

Right to be respected

- ▶ **You have the right to:**
 - Be treated with dignity and respect
 - Be heard and receive a clear and understandable response
 - Receive care in a culturally-appropriate and trauma-informed environment

Right to participate

- ▶ **You have the right to:**
 - Participate in decisions concerning your child's care and treatment
 - Have input into the development of and changes to the treatment plan
 - Receive evidence-based information and education related to the care and treatment of your child

Right to equitable access to safe, quality health care

- ▶ **You have the right to:**
 - Access services without bias, favouritism, or prejudice
 - Receive services delivered by competent and qualified professionals
 - Receive services designed to ensure you and your child's safety while in our care
 - Be free from abuse by staff

Right to ask questions and be informed

- ▶ **You have the right to:**
 - Ask questions about your child's care at any point during treatment
 - Know the reasons behind decisions about your child's care, including those related to admission, transfers, and discharge
 - Receive information about CASA policies, procedures, and programs relevant to your child's care
 - Be told about your child's diagnosis and treatment in language you can understand
 - Receive information about preventative health care and other relevant resources that are available in the community

Right to privacy and confidentiality of health information

- ▶ **You have the right to:**
 - The protection of your information in compliance with Alberta legislation
 - Provide, withhold, or revoke consent for treatment
 - Access your child's health record as per CASA policy and the Alberta Health Information Act
 - Request correction or amendment to your child's personal and health care information

Right to advocate for your child

- ▶ **You have the right to:**
 - Express concerns or lodge complaints about your child's care in confidence and without fear of repercussion



CASA
Child, Adolescent and Family
Mental Health

Caregiver Responsibilities

As a caregiver of a child of any age coming to CASA you have the following responsibilities:

Responsibility to be respectful

- ▶ **You have the responsibility to:**
 - Treat CASA staff with dignity and respect
 - Treat other CASA families with dignity and respect

Responsibility to participate

- ▶ **You have the responsibility to:**
 - Participate in the care and treatment of your child according to their treatment plan

Responsibility to practice self-care

- ▶ **You have the responsibility to:**
 - Practice self-care and treat yourself kindly

Responsibility to provide CASA with two days notice of appointment cancellation

- ▶ **You have the responsibility to:**
 - Help CASA provide timely care for all our clients by providing at least two days notice if you must cancel an appointment

Responsibility to be available for your child's care

- ▶ **You have the responsibility to:**
 - Ensure that you or a designate are able to provide care for your child before and after scheduled appointments or program hours
 - Supervise all the children in your care while at CASA