



# Client Rights

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**As a client receiving services at CASA you have the following rights:**

## ***Right to be treated with respect***

- ▶ **You have the right to:**
  - Be welcomed for who you are as an individual with a unique and legitimate story
  - Be treated kindly and compassionately by all CASA staff
  - Have your time respected by seeing your therapist according to your appointment booking.

## ***Right to be informed about and participate in your treatment***

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

## ***Right to feel safe in a non-judgmental environment***

- ▶ **You have the right to:**
  - Access services without bias, favouritism, or prejudice
  - Receive services designed to ensure your 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 care at any point during your treatment
  - Know the reasons behind decisions about your care, including those related to admission, transfers, and discharge
  - Receive information about CASA policies, procedures, and programs relevant to your care
  - Be told about your 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 be heard and believed***

- ▶ **You have the right to:**
  - Voice concerns to your therapist that are heard and acted on to the best of his or her ability
  - Provide feedback to CASA through [feedback@casaservices.org](mailto:feedback@casaservices.org)
  - Provide anonymous feedback through our website

## ***Right to receive quality, evidence-based health care***

- ▶ **You have the right to:**
  - Receive services delivered by competent and qualified professionals



**CASA**  
Child, Adolescent and Family  
Mental Health

# Client Responsibilities

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**As a client receiving services at CASA you have the following responsibilities:**

## ***Responsibility to be respectful***

▶ **You have the responsibility to:**

- Treat CASA staff and other CASA clients with patience and understanding
- Be on time to your appointments to the best of your ability
- Assist CASA in delivering timely services to all clients by notifying CASA as soon as you know that you cannot attend your appointment

## ***Responsibility to work with your therapist as best you can***

▶ **You have the responsibility to:**

- Participate in your care and treatment as best you can
- Voice concerns or raise questions to your therapist if necessary

## ***Responsibility to contribute to site safety***

▶ **You have the responsibility to:**

- Respect CASA safety rules
- Refrain from abusive behaviour such as name calling, threatening gestures, or threatening words