

Client and Family Bill of Rights



You have the right to:

Be respected

You are a person first and have the right to be treated with respect and dignity in all aspects of support in a courteous and non-judgemental way.

Be free from discrimination on any grounds

Everyone has the right to equal treatment with respect to services and supports without discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or mental or physical ability.

Individuality, dignity, liberty and freedom of choice

Everyone has the right to be involved in their decisions regarding their treatment or recovery and wellness planning and the right to change their mind.

Privacy and expectation of confidentiality

Everyone has the right to have their privacy respected and expect that their personal information, including reports, will be treated in a confidential manner.

Speak and be heard

Everyone has the right to speak and have their opinion considered. Everyone has the right to a complaint process that is user friendly. Everyone also has the right for someone to speak on their behalf; if they so choose.

A safe environment and free from violence

Everyone has the right to be safe and free from violence at CMHA Kenora Branch. Violence includes sexual harassment, sexual, physical, financial, or verbal abuse; including hate speech. CMHA Kenora Branch will use all reasonable efforts to protect you from harm.

Equitable opportunity

Everyone has the right to be treated in a fair and just manner. This includes the right to have individual differences accommodated relating to support when such accommodation does not cause undue hardship.

Be involved and included and to participate fully

Everyone has the right to be involved and included in decision making and by participating in events and activities within CMHA Kenora Branch.

Be fully informed

Everyone has the right to be informed of their rights and changes that affect them, including changes in programs, policies and staff changes.

Quality services

Everyone has the right to receive quality service from CMHA Kenora Branch.

Be informed of research or teaching

Everyone has the right to be informed when research is being collected and how that information will be stored and used. Everyone has the right to decline such collection of information knowing that declining will not affect their access or quality of support received from CMHA Kenora Branch. Everyone has the right to know when students are involved in their treatment or support and you have the right to decline that student involvement.

